



Subject/Title:
**Major Service Change and Fare
Change Reviews**

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CATS CivR01

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1.0 PURPOSE

This policy is established to comply with the Federal Transit Administration (FTA) Title VI regulations. In order to be in compliance with these regulations, CATS will ensure that there is Title VI consideration whenever there is a major service change or a fare change that could impact minority and low-income communities.

2.0 REFERENCES

Title VI of the Civil Right Act of 1964

Title VI of the Civil Rights Act of 1964, Section 601 states: "No person in the United States shall, on the grounds of race, color, national origin, gender, age, or disability be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The Federal Transit Administration (FTA) requires applicants, recipients, and sub recipients of Federal assistance to certify compliance with the requirements of Title VI as part of the grant approval process. As part of that requirement, FTA Circular 4702.1B requires transit agencies that serve urbanized areas of 200,000 people or greater to evaluate significant system-wide service and fare changes at the planning and programming stages to determine whether proposed changes would have a discriminatory impact. For service changes, this requirement applies to "major service changes" only and the recipient establishes guidelines or thresholds for what it considers a "major service change".

[CATS MC01 Public Process for Fare and Service Changes](#)

3.0 DEFINITIONS

Adverse effect – A geographical or temporal reduction in service, including but not limited to the elimination of a route, shortening of a route, rerouting an existing route, or an increase in headways.

Disparate Impact Threshold is defined as circumstance in which the estimated minority population in a geographic area or surveyed route ridership sample exceeds the minority population proportion for CATS' overall geographic footprint or respectively system-wide surveyed ridership. The sample population proportion must in addition exceed the study's margin of error.

Disproportionate Burden Threshold is defined as circumstance in which the estimated low-income population in a geographic area or surveyed route ridership sample exceeds the low-income population proportion for CATS' overall geographic footprint or respectively system-wide surveyed ridership. The sample population proportion must in addition exceed the study's margin of error.

Low-Income Population – For this procedure, “low-income population” is a population whose median income is at or below the American Community Survey poverty level.

Low Income – Poverty rate by census tract as defined by the U.S. Census American Community Survey (ACS) 5-year estimates.

Minority – In aggregate, Non-White/Non-Hispanic population by race by census tract as defined by the U.S. Census 2010 Decennial Census.

New Service Route – The start of a new bus, trolley or rail service

4.0 MAJOR SERVICE CHANGE DEFINED

A major service change review will occur whenever there is a major service change to any transit service provided by CATS.

4.1 Major Service Changes include:

- Any change to an existing bus or light rail route that affects more than 25 percent of daily revenue miles
- Elimination of an existing transit route without replacement
- New service routes

4.2 The following service changes do not necessitate a major service change review:

- Changes to daily service on a route with fewer than 10 total trips in a typical service day
- Route number, name, letter or other designation changes
- Any change or discontinuation of a demonstration or experimental route for the duration of the route period
- Service changes on special service routes. Special service routes include, but are not limited to, seasonal services and demonstration service
- Route changes caused by an emergency. Emergencies include, but are not limited to, detours, inadequate fuel supplies, major road construction, major rail construction, bridge collapse and labor strikes
- Any service change which does not meet the conditions of a major service change as defined in Section 4.1

5.0 FARE OR FARE MEDIA CHANGES

CATS' Marketing and Communications Division will conduct a fare change review whenever a permanent fare change is scheduled or a fare media change is planned.

5.1 Fare changes include:

- Any change to the passenger fare charged by the organization for service
- Any change to the type of media used in consideration for fare

5.2 The following changes do not necessitate a fare change review:

- Special event days in which all system passengers ride free
- Temporary fare reductions as a mitigation measure for passengers impacted by disruptions of service
- Promotional or temporary fare reductions lasting less than six months

6.0 POLICY

CATS will conduct a major service change review on proposed service changes that qualify as Major Service Changes as defined above, to determine if the proposed changes would have disproportionate adverse effects on the minority and low-income populations.

CATS will conduct a fare change review on proposed fare or fare media type changes to determine if the proposed changes would have disproportionate adverse effects on minority and low-income populations.

FTA guidelines allow the implementation of fare changes or major service changes that would have disproportionate adverse effects on minority and low-income populations, provided the recipient demonstrates that the proposed change meets a substantial need that is in the public interest and that the alternatives would have worse adverse effects than the proposed change. CATS shall consider the degree of adverse effects, and analyze those effects, when planning major service changes.

7.0 RESPONSIBILITIES

7.1 CATS Marketing and Communications Division

CATS' Marketing and Communications Division develops and oversees the fare change process; develops fare media types; oversees fare media type changes; establishes targets and objectives for each fare/media change; and develops fare/media change proposals. CATS' Marketing and Communications Division conducts a fare change review using available rider data for any fare/media changes.

CATS' Marketing and Communications Division manages the public information and communication process for fare/media changes and major

service changes as outlined in CATS MC01 *Public Process for Fare and Service Changes*.

7.2 Service Development Review Committee (SDRC)

CATS' functional committee, the Service Development Review Committee (SDRC), is composed of CATS Operations Planning and Scheduling, Customer Service, Bus Operations Division, Special Transportation Services, Public Information, and Facilities Maintenance staff. The SDRC is chaired by the Manager of Service Development.

The SDRC develops and oversees the service change process, establishes targets and objectives for each service change, and reviews and provides feedback on service change proposals. The SDRC conducts a major service change review whenever there is a major service change to any transit service provided by CATS.

7.3 CATS Civil Rights Section

CATS Civil Rights reviews fare change / major service change reviews and either accepts them or recommends changes.

8.0 REVIEWS

8.1 Major Service Change Reviews

The SDRC will conduct a major service change review that may include, but is not limited to:

- An assessment of the effects of the proposed service change on minority and low-income populations using available rider data
- An analysis of information gathered from rider surveys or public input
- Demographically mapping the service area or planning area and identifying the census tracts with a percentage of minority or low-income populations at or higher than the demographic thresholds. These tracts are considered minority or low income for the purpose of Title VI analysis.
- Assessment of the available service alternatives
- Determination of disparate and disproportionate impacts that would preclude the organization from implementing the service change
- Description of measures, if necessary, taken to avoid, minimize or mitigate the negative impacts of the proposed service change

If the major service change review concludes that the proposed service change does not have an adverse effect on the service area with census tracts or ridership survey populations that contain a percentage of minority or low-income populations at or higher than the demographic thresholds, no further analysis is necessary.

If it is determined that a disproportionately high percentage of minority or low-income populations is adversely effected by the proposed service change, CATS must define each of the impacts, review alternatives to the service changes, determine the adverse effects of the alternative service on the effected populations, and determine ways to mitigate the adverse effects.

The mitigation plan must be communicated to the public and must be incorporated with the normal public outreach and comment process.

8.2 Fare Change Reviews

CATS Marketing and Communications will submit fare change reviews to CATS Civil Rights at least six months prior to the proposed fare or fare media change when the fare or fare media change is known more than 12 months in advance. If a fare or fare media change is planned with less than 12 months' advanced notice, a fare change review must be submitted to CATS Civil Rights at least 90 days prior to the proposed change. The fare change review must include the following elements:

- An assessment of the effects of the proposed fare/media change on minority and low-income populations using available rider data
- An analysis of information generated by fare / media payment type
- A comparison of the fares paid or media used under the proposed changes with the fares paid and media used through available alternatives
- Determination of disparate and disproportionate impacts that would preclude the organization from implementing the fare / media changes
- Description of measures, if necessary, taken to avoid, minimize or mitigate the negative impacts of the proposed fare / media change
- Process to incorporate public input into the review and potential mitigation efforts

9.0 RECORDS REQUIRED

CATS Marketing and Communications and the Manager of Service Development will maintain records of their respective reviews.

The Office of Civil Rights will maintain copies of the reviews.